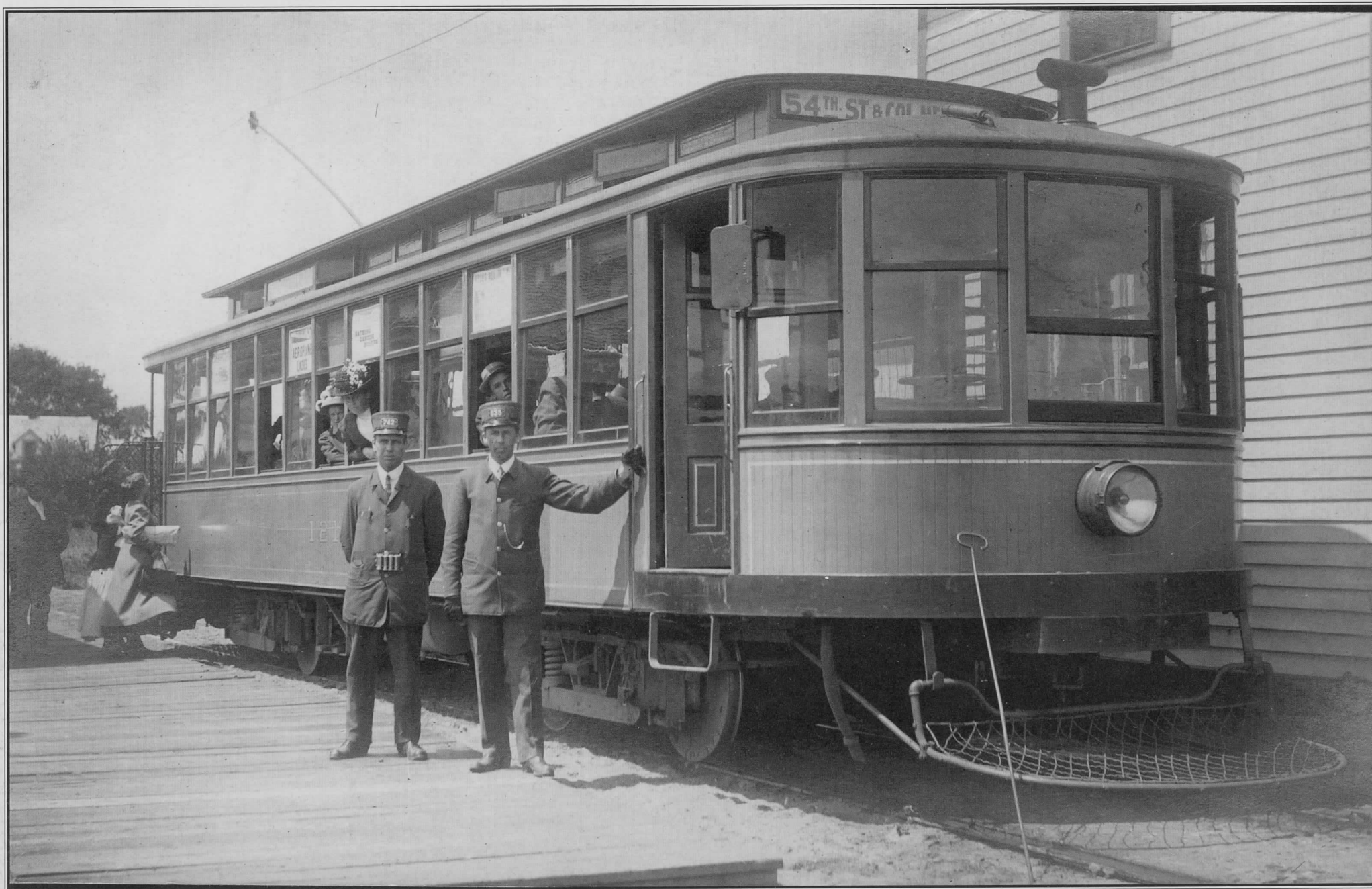


TWIN CITY LINES

SUMMER 2010





TWIN CITY LINES

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The Minnesota Streetcar Museum operates the Como-Harriet Streetcar Line in Minneapolis and the Excelsior Streetcar Line in Excelsior. Its mission is to preserve Minnesota's electric railway heritage.

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CORRECTIONS AND NEW INFO

Russ Olson on the Linden Hills issue:

Lake Calhoun steamer HATTIE was launched 6-16-1879.

Page 6: The ML&M Board of Directors was discussing building an extension to Hutchinson to improve the line's profitability. James J. Hill and the StPM&M Ry. got involved, and to summarize a complicated financial situation: built the extension from Excelsior to Hutchinson and purchased the ML&M line from Hopkins to Excelsior. ML&M cut back service to Lake Calhoun, August 1886; Minneapolis Street Railway restored service to Lake Harriet after it took over the ML&M in April 1887.

Page 7: Minneapolis Street Railway leased the ML&M Ry. for 30 years effective April 1, 1887. Various financial matters took place during February and March which culminated in the lease. I haven't found when the track was actually removed from Lake Harriet to Hopkins; 1890 maps show the line to Hopkins in existence.

Mpls. St. Ry. horsecar track was built to 3'6" gauge. ML&M Ry. was built to 3'0" gauge.

Page 13: photos of the Lake Harriet loop: Special work in the main line tracks was removed in January 1939 along with the overhead poles and trolley wire. Rails were not removed until 1949. (I can remember seeing them on my trolley rides to France Ave. and Hopkins.)

Page 22: The Oak-Harriet line dates to July 1904 when Oak & Hennepin line was extended to the Lake Harriet loop. Oak-Xerxes designation applied in October 1913 to those runs that were

extended down Xerxes to 50th. Oak-Harriet runs ended at the Lake Harriet loop. When the line was extended to 50th and Penn, Oak-Harriet was the long-line destination sign and Oak-Xerxes the short-line to 50th and Xerxes.

Page 23: Lake Harriet-Minnehaha Falls line: I have seen references to this line in 1902 and 6-15-1906 as well.

Page 25: aerial photo: See ERM Supplement page 150 for map of original France Ave. loop (1909). The track layout was changed in 1921. The photo shows some of the 1921 track and the relocated crossover. This 1921 track was removed in 1939.

Page 27: Como-Hopkins shuttle 1938-1951: I have a Como-Hopkins timetable effective 7-2-1949 which indicates you had to change cars at France Ave. on weekdays after 7:00 p.m., Saturdays after 6:00 p.m., and all day Sunday. I remember riding cars 1945-1949 direct to Hopkins during summer afternoons.

There was a siding on the south side of the right of way between Xerxes and Upton used for storing cars to meet the 10 p.m. traffic rush after events at Lake Harriet. The siding was double-ended but during the winter months the switch at the west end was removed. The west switch was not reinstalled and the east switch was removed in 1931. Rails on the siding itself were not removed until 1937.

Tom Fairbairn writes:

That back cover picture has a considerable story, told just by looking at it!

If you notice, both PCCs are stopped (brake lights are on). There is a man between the farther PCC and the side of the standard car. Notice that the

closest span wire is drooped over the oncoming track. If you look back above the oncoming car, you will see the span over it and the one beyond are heavily weighted down, and are pulled sharply toward the camera. If you look very closely you can see that the trolley wire droops nearly to the ground this side of the oncoming car. I take this to indicate the trolley wire has broken behind the oncoming car, I suspect maybe where the line pole way in the background is pulled out of line with the others. The man on the ground is checking that there is adequate clearance for the PCCs to continue their runs to the south. I would also gather that, fortunately, the broken line has not grounded to the rails and put the overhead out of commission entirely. It would be interesting to know the rest of the story. This photo was taken late in the operations, both given the PCCs are back-to-back on their runs on this particular line, and that there are car numbers on the ends of all the cars, which was true only after 1950. (Note: the year was 1953.)

SAVING COAL DURING WORLD WAR I

The federal push to conserve coal during World War I resulted in two national initiatives by streetcar companies, including TCRT—skip stopping and coasting.

"The Conservation Department of the Fuel Administration is investigating every possible opportunity to save coal, which, of course, includes the saving of electricity. An investigation convinces us that electric railways offer a chance for large savings."

From a bulletin of the U. S. Fuel Administration

Front cover: This issue examines that iconic figure, the streetcar conductor, in a series of articles. In the heighday of two-man operation, about 1912, a Nicollet Avenue car boards passengers at the 54th Street joint depot with the Dan Patch gas electric trains. Inside front cover: The State Fair was always a big event on the Twin Cities transit system. This is the very last year of streetcar service to the fair in 1953. Learn all about fair service in this issue. John Runk photo, Minnesota Historical Society collection.

COASTING

In response to the fed's push to reduce coal use, TCRT in January 1918 published a pamphlet titled "Doing Our Bit, Coasting and Its Relation to the War". It instructed motormen to coast as much as possible to reduce power use, and introduced the Rico Coasting Recorder, a device installed on a small number of cars. Here's an edited version of the text.

"During the past year the Management has carried on, in a more or less informal way, a campaign along these lines, with the result that already there has been effected some increase in Coasting and some decrease in power used and coal burned per mile.

The experience of the past few months has proven that it should be possible to increase the total amount of

Coasting now being done by no less than 10 or 15 per cent. If this can be accomplished, it will result in a savings of at least 60 tons of coal per day which, it may be interesting to know, is sufficient to operate an army transport for a like period of time.

SUGGESTIONS FOR INCREASING COASTING

The following practices will help you to get more Coasting without lowering schedule speed:

Start car promptly, being careful to avoid jerking, and increase speed quickly but smoothly, bearing in mind the comfort of standing passengers. This will give you more time to Coast.

On long, free runs, when it is necessary to use more power in order to keep up a good rate of speed, advance controller handle to the "full on" position. On such runs use series operation only when necessary—which is not very often.

On nearing a curve, stop or obstruction, cut off power in time to get the most Coasting and the least braking. This means that a regular stop should require only one application of the air. Coast a little in each block.

THE RICO COASTING RECORDER AND ITS OPERATION

The management adopted the Rico Coasting Recorder only after an exhaustive search for the best instrument on the market for your use. No matter how well you operate your car today, the Coasting Recorder will enable you to operate still better, because it will tell you the story of every run you make by printing your Coasting Time in minutes.

The Coasting Recorder is just a clock and a printing mechanism. The clock runs only when the car is Coasting—that is, when car is running with both current and brakes OFF.

The Company has been able to obtain a limited number of these

Coasting Recorders, and the first of them will be installed on the cars at Nicollet Station."

SKIP-STOP

Prior to World War I, streetcar stops were located at every intersection. Ridership was extremely heavy, which meant that streetcars often stopped every block. World War I strained resources and increased ridership across the country. One of the commodities in short supply was coal, which at the time fueled much of the economy, including most street railway systems. Recognizing this, the United States Fuel Administration encouraged all cities to adopt streetcar skip stopping as a patriotic war initiative. According to the Minneapolis Tribune, almost all the cities in the United States over 50,000 population did so. An article on its adoption in Philadelphia said, "It is a choice between skip stops and putting severe restrictions on the consumption of current by householders."

After it had been adopted in a number of other cities, the Minneapolis and St. Paul city councils began considering skip-stop in mid-1918. It was agreed to restrict the practice to stops outside the downtowns. The skip-stop plans were implemented in August 1918.

Stopping less often meant that someone had to walk farther. To spread the pain around, the Minneapolis plan placed the remaining stops for cars headed downtown at odd-numbered streets and at even-numbered streets for cars headed away from downtown. White stripes were painted on the overhead wire support poles to indicate a stop.

TCRT strongly supported skip-stop. During the planning stage, according to the Tribune, TCRT General Manager Horace Lowry testified before the city council committee that "the company had received some rather severe letters

from the fuel administration asking why the system had not been put into effect. According to Mr. Lowry, the skip-stop system of operation might save the company 20,000 tons of coal over the present aggregate of 150,000 tons."

In Minneapolis, 37.7 percent of the stops were eliminated. Besides saving fuel, TCRT management quickly realized that skip stopping allowed them to carry more passengers faster with fewer cars and crews. Lowry told the paper "the skip-stop system means a savings of 10 percent in time." The writer of a letter to the Editor of the Tribune claimed that skip stopping reduced her 35-minute commute by 10-15 minutes.

The war ended and the fuel shortage subsided. Across the country, city councils grappled with whether to return to the old stop system. According to the Trib, skip-stops in Philadelphia had caused the following:

1. Many thousands of dollars in fuel savings had been achieved.
2. Trolley cars were faster.
3. More people were being hit by streetcars while crossing the street.
4. The working population was doing more walking than before.
5. The transit company wanted to make skip-stop permanent.

In the Twin Cities, when responding to public officials' demands for more service, Lowry made it contingent on continuing the skip-stop system. The public was mixed, with some demanding a shorter walk to a stop, while others appreciated the faster trip. In April 1919 the Minneapolis city council found a compromise. It voted to eliminate skip stops where the blocks exceeded 400 feet in length. In Minneapolis, most of the blocks on north-south streets are 660 feet long, while those on east-west streets are 330 feet. Since most of the car lines traveled the north-south streets, this had the impact of eliminating the majority of

(Front of Envelope)

COASTING RECORDER ENVELOPE

Name _____ No. _____

Line _____ Run _____

Station _____ Date _____

1st Car No.	2nd Car No.	3rd Car No.	4th Car No.	
AM OFF PM	AM OFF PM	AM OFF PM	AM OFF PM	1
AM ON PM	AM ON PM	AM ON PM	AM ON PM	2
1	7	1	7	3
2	8	2	8	4
3	9	3	9	T.T.
4	10	4	10	L.O.
5	11	5	11	R.T.
6	12	6	12	C.T.
				%C

MINUTES DELAY	TIME	PLACE AND CAUSE

REMARKS:

The envelope for recording coasting readings.

the skip-stops, negating most of the savings. A short time later, St. Paul passed basically the same ordinance, with the same result.

After the streetcars were abandoned, the bus system failed to comprehensively sign its stops, leading once again to the practice in residential neighborhoods of stopping at every corner, regardless how short the block. About ten years ago, Metro Transit decided to place a sign at every stop and settled on a standard of eight stops per mile. This yielded the same result as the city council resolutions that followed World War I. It eliminated 10-15 percent of the stops in the system. Today, buses stop at all the 660-foot blocks and at every second 330-foot block.

TROLLEY TO THE FAIR

The Minnesota State Fair has always been a huge traffic generator. Direct service to the fair from St. Paul began in 1891, when the Hamline line was extended from University Avenue and Lexington Avenue to the fair via Lexington, Minnehaha Avenue, Snelling Avenue and Como Avenue. Special streetcars from Minneapolis passengers had to use a circuitous route via University Avenue and Lexington.

From 1893 to 1903, fair attendance increased five-fold. Beginning in 1898 TCRT began making improvements that benefitted service to the fairgrounds. That year the Como Interurban was completed between the cities, dramatically shortening the trip from Minneapolis and reducing travel time somewhat from St. Paul. In 1904 the old circuitous loop in Como Park was eliminated and a new, shorter private right of way through the park was created, further speeding St. Paul service. The crossing of the Northern Pacific on Como Avenue SE at 21st Avenue was grade separated, removing a cause of delays. That same year the Great Northern's steam railroad

terminal inside the fair grounds was pulled back across Como Avenue and the space was given over to streetcars, although their configuration is unclear.

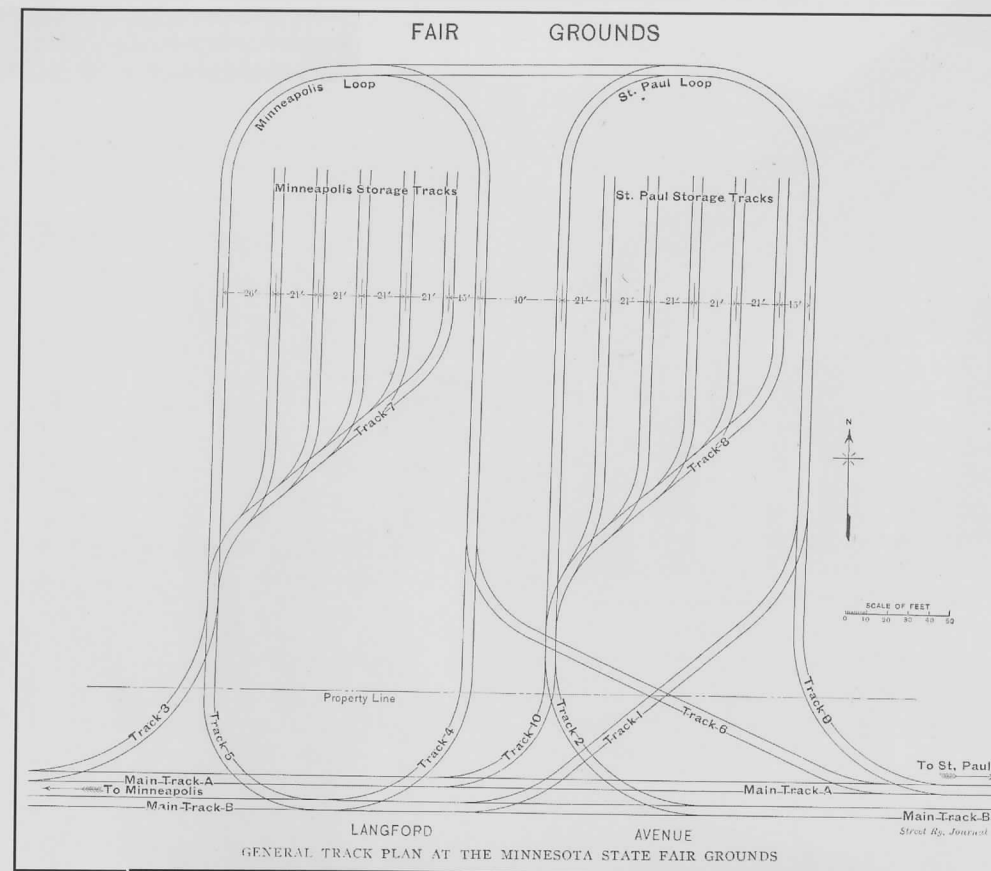
The Hamline line continued to serve the fair until 1905, when the Snelling Avenue line opened. It extended from the fair south on Snelling to Grand Avenue, providing a link to the Hamline, University, Selby-Lake and Grand Avenue lines. A further southerly extension in 1909 connected it with the new Randolph Avenue line. In 1917, the St. Clair Avenue line was built, providing the last of the connections to Snelling Avenue.

Whatever the terminal facilities prior to 1907, they became inadequate. In 1907 TCRT built a large, state of the art terminal, described here in the Electric Railway Journal.

"Handling Traffic at the Minnesota State Fair"

To handle the immense crowds attending the Minnesota State Fair during the first week of every September The Twin City Rapid Transit Company has built an extensive and interesting terminal station at the fair grounds. During the six days of the fair this year, the company carried approximately 250,000 people to and from the grounds; the heaviest single day was Sept. 2, Labor Day, when the attendance mounted to 80,000.

The fair grounds are located midway between Minneapolis and St. Paul on the Como-Interurban line. As is seen from the accompanying plan (see page 9), the terminal consists of two great loops, enclosing five storage tracks between each loop. This duplicate arrangement is adopted to separate the Minneapolis and St. Paul traffic; the St. Paul cars enter and leave on the east or St. Paul loop, while the Minneapolis cars use the west or Minneapolis loop. Large signs also direct passengers to the proper points and absolutely no confusion occurs. The main loops are



Taken from a 1907 Electric Railway Journal, this State Fair terminal track plan was flawed. The orientation of the storage tracks was reversed from south to north a couple of years later.

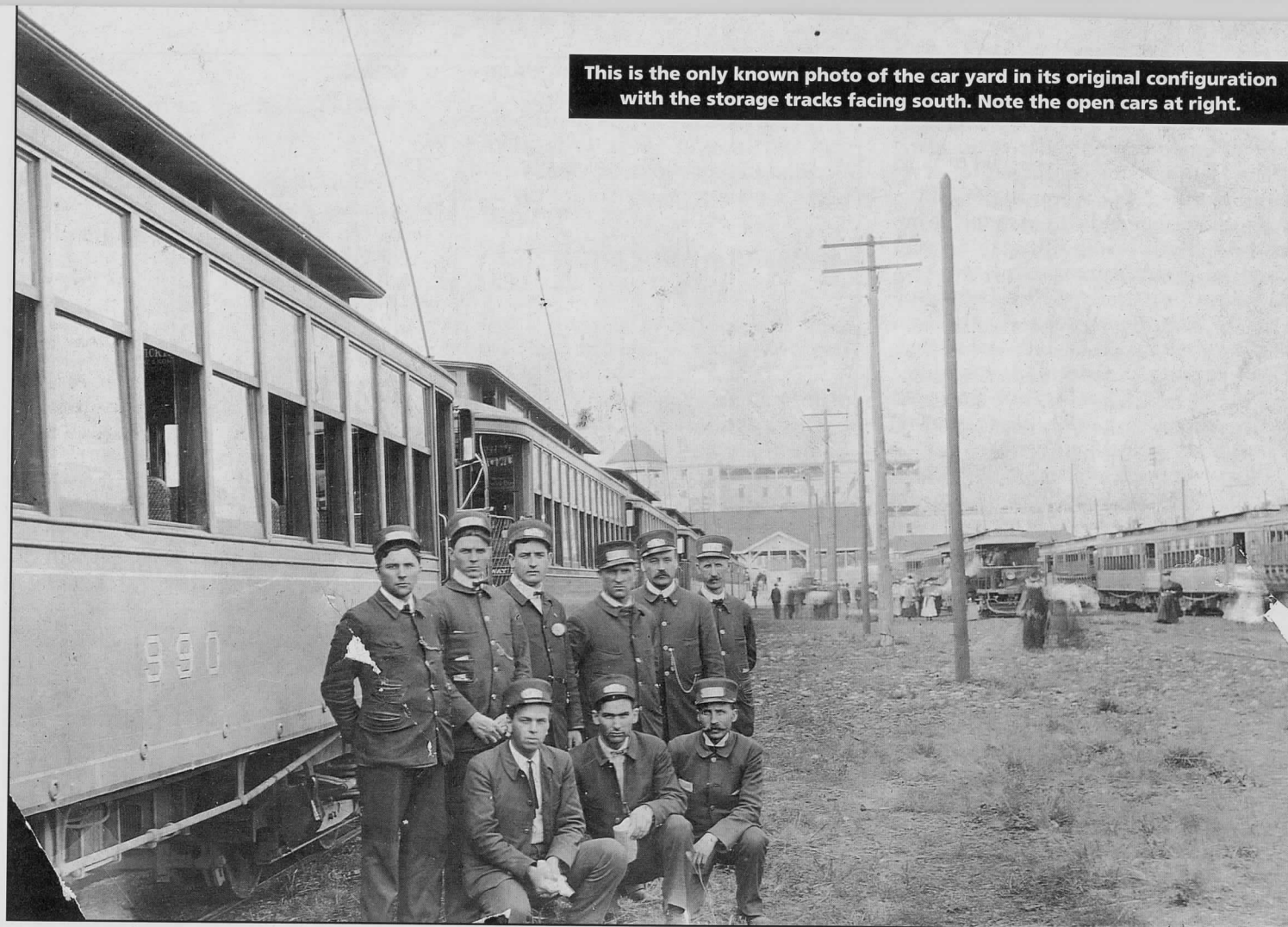
so connected to the two main tracks that cars can be run in and out of the terminal in almost any conceivable manner, making a very flexible arrangement.

The method of handling and dispatching cars in and out of the terminal is as follows: Through service, running on a five-minute schedule, is maintained between Minneapolis and St. Paul. These cars come from Minneapolis on main track B and enter the St. Paul loop by means of track 1. They proceed around this loop, stopping at the upper end to receive and discharge passengers, and then go out to main track B again via track 2. Through cars from St. Paul enter the

Minneapolis loop from main track A via track 6, proceed around the loop, stopping at the loading area at the upper end as described above and then leave the terminal over track 3 which switches the cars again on to main track A.

Local cars are run from both cities on a 1-minute schedule. The Minneapolis cars enter from main track B via track 4 and proceed to the unloading platform, from which they return either to Minneapolis over track 3 or enter the storage yard via ladder track 7. St. Paul cars are run around the St. Paul loop in a similar manner. This method gives a continuous, uninterrupted stream of both through and local cars, all

This is the only known photo of the car yard in its original configuration with the storage tracks facing south. Note the open cars at right.



moving in the same direction on each loop; the traffic from each city is completely separated, an important feature in operating a terminal of this nature. While under normal circumstances the cars are dispatched as described above, the main line connections are purposely arranged to permit any variation from the usual procedure that an emergency may dictate.

Two or three repair men and a dispatcher is all the operating force necessary at the terminal. A repair car is also maintained in readiness for any emergency.

Twin City standard cars are designed to load and unload at the rear platform only. At the terminal, however, special steps were provided so that passengers were unloaded from both platforms at once. Ninety-five percent of the travel was either in one direction or the other. By using both platforms for unloading or loading, a car could be emptied or filled in practically one minute.

The fair exodus reaches a maximum at 5 and 10 p.m. To provide for these rush periods from 35 to 50 cars are stored on the Minneapolis tracks and from 25 to 30 on the St. Paul tracks.

Cars are dispatched from these storage tracks in order of their occurrence, so that during the rush periods one-quarter-minute service is maintained to Minneapolis and St. Paul. This amounts to 240 cars per hour to each city. Each car carries about 100 passengers, which means that the maximum number of passengers moved per hour to each city is 24,000.

This record was actually attained several times during the week, and the traffic was handled without undue crowding and congestion. Every passenger did not get a seat, but this could not be expected. The company

made an honest effort to provide and keep moving a sufficient number of cars to carry the crowds. By means of this terminal this was accomplished throughout the week without a single hitch."

A look at the track plan shows two rather obvious flaws. The storage yard sidings faced the wrong direction. Cars dropped off their passengers, pulled ahead to the main storage yard switched and backed into the storage sidings. So far so good. However, returning to the Minneapolis boarding area required a complete trip around the loop, interfering with arriving cars. The St. Paul side was worse. There was no return loop from the storage yard to the boarding area. Cars for St. Paul had to back down to the boarding area.

Needless to say, this arrangement didn't last long. Within a couple of years TCRT reversed the entrance to the storage sidings from the south to the north. Now cars on both loops unloaded, pulled forward a short distance and backed into a storage track. When it came time to load and depart, the car traveled around the north end of the loop to the boarding area and exited onto Como Avenue. Also, the St. Paul loop was modified so, like the Minneapolis loop, all cars could return to the unloading area if needed.

There was extremely frequent service to both cities via Como Avenue, as well as from Snelling Avenue. What is unclear is whether special cars ran directly to the fair from other lines. Interurbans Special #14 says they did. The log of the TCRT Schedule Department shows that from 1905 through 1925, special schedules were operated on most of the lines in the system, implying through cars to the fair. Beginning in 1922, weekday special schedules are restricted to Como and Snelling, and other lines saw only weekend specials. From 1939 to 1941, special cars appeared again on the Selby-Lake line. Thereafter, only

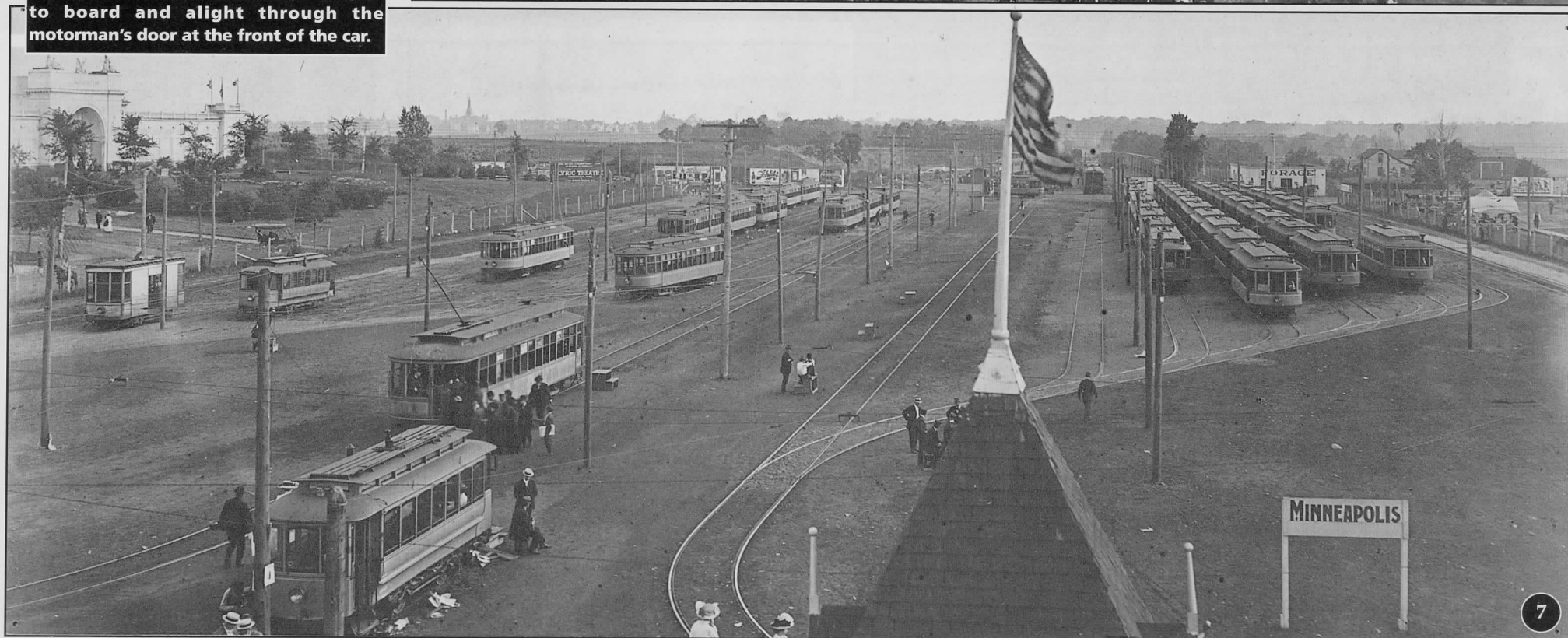
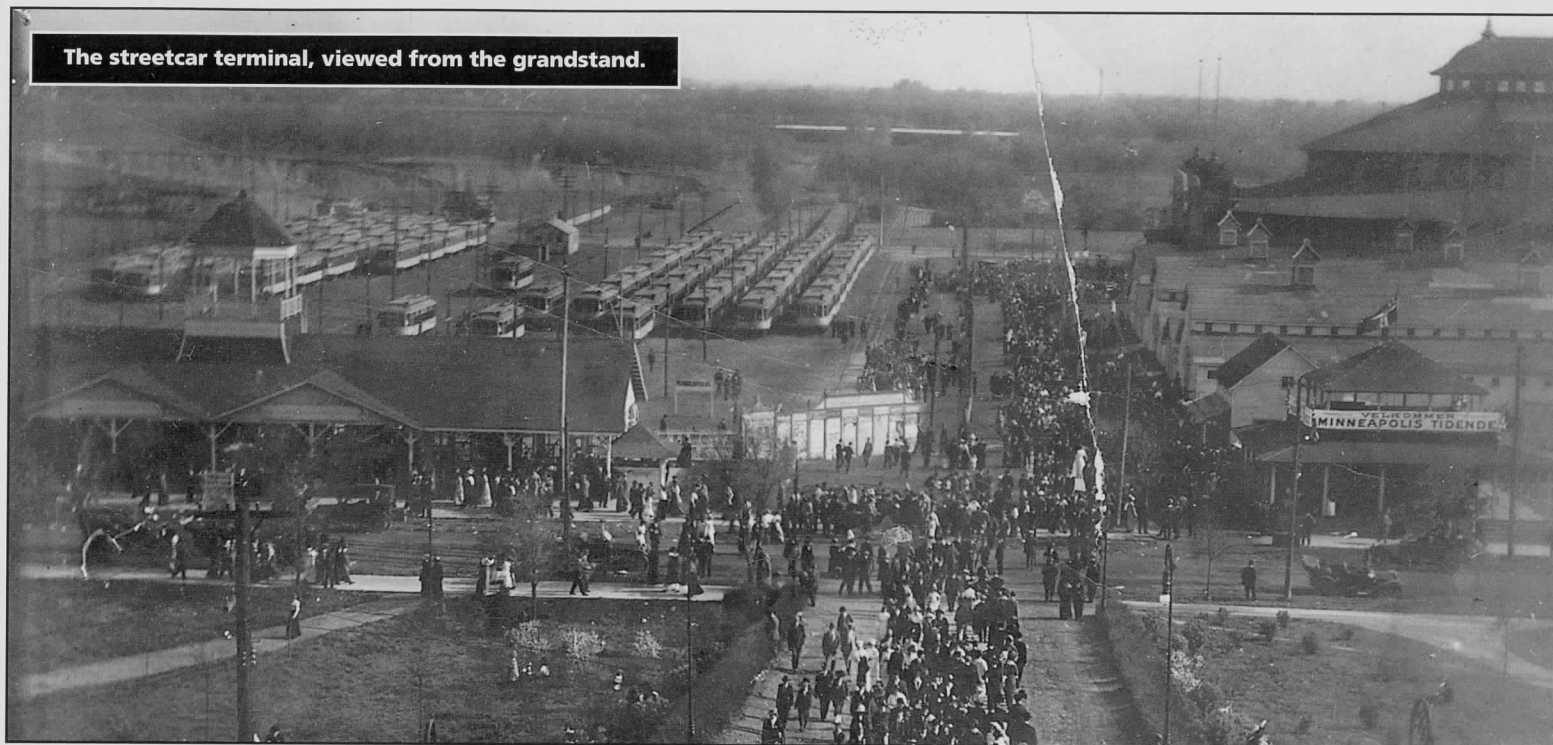
the Como-Harriet, Oak-Harriet and Snelling Avenue lines saw extra service, with conductors often added to Como-Harriet cars.

According to the 1909 Minneapolis Tribune, one evening saw 40,000 passengers leave the fair on 100 streetcars in a single hour.

Fair service was lucrative for TCRT because of the heavy loads, and especially due to the double fare required of Minneapolis passengers. From 250,000 passengers in 1907, ridership grew to 382,203 in 1917. We have no other ridership numbers for the fair, but it probably followed the pattern of the rest of the system, peaking around 1920.

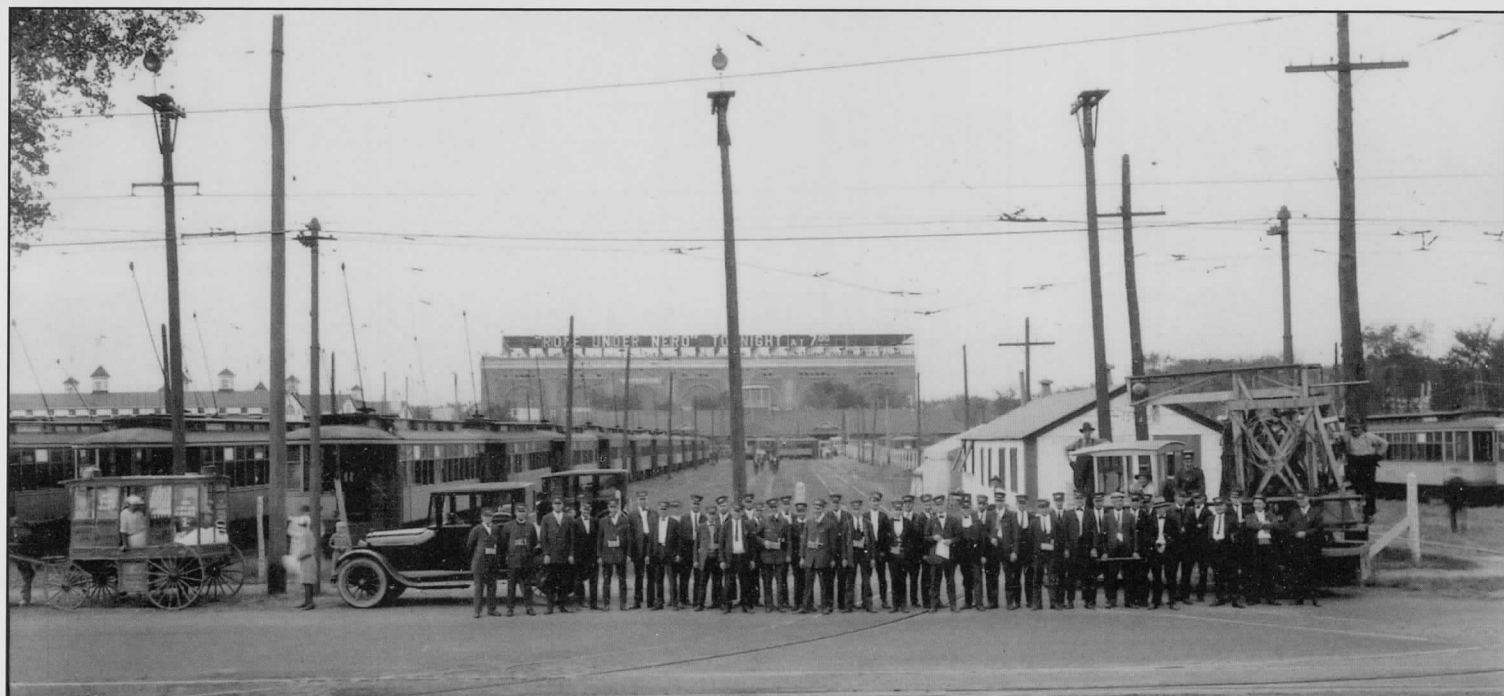
The fair terminal about 1910. Work car #1 is waiting at far left to fix any mechanical problems. The pair of single truck streetcars are serving as supervisor offices. Note the stepboxes along the center tracks. They permitted passengers to board and alight through the motorman's door at the front of the car.

The streetcar terminal, viewed from the grandstand.



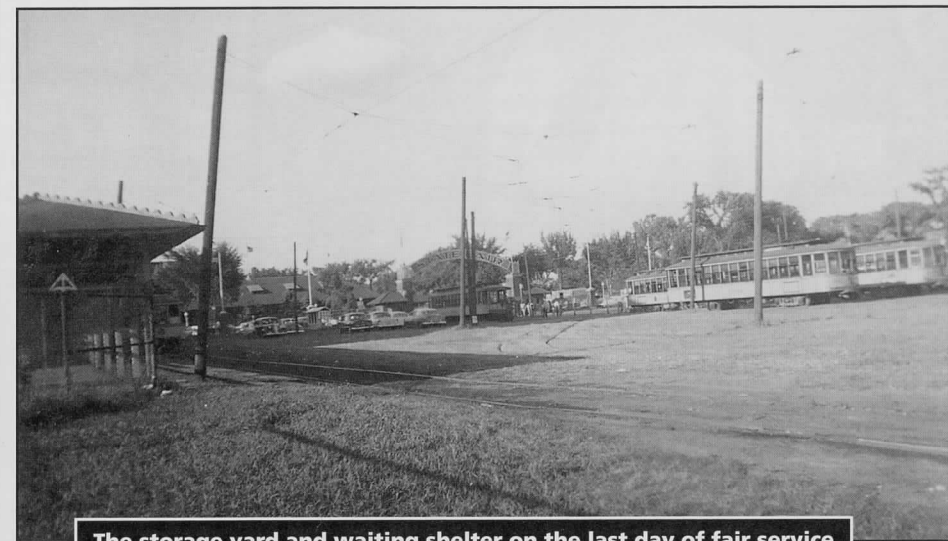


This aerial view of the fair loop was taken in 1950. Minneapolis Star-Tribune photo, Minnesota Historical Society collection.





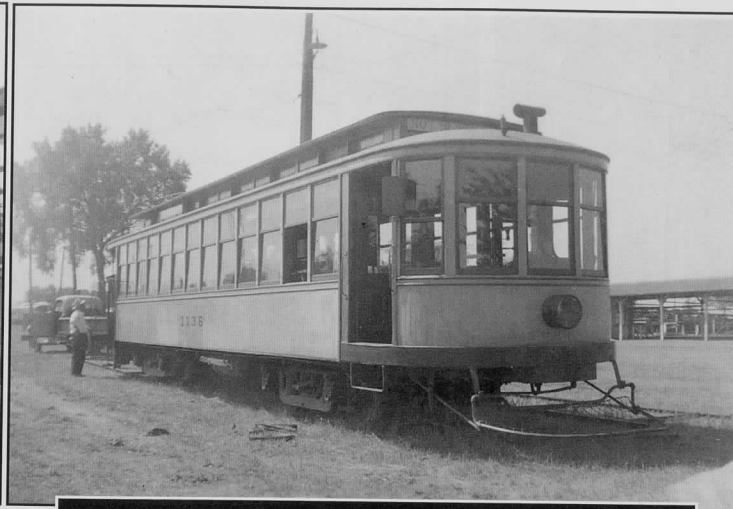
Eventually Minneapolis boarding was moved to the west side of the loop and a long open waiting shelter was erected along the west edge of the Minneapolis loop. Each evening saw the boarding of homeward bound crowds. Minnesota Historical Society collection.



The storage yard and waiting shelter on the last day of fair service in 1953. John Runk, Minnesota Historical Society collection.



TCRT supplied office space for its supervisors by bringing in an older streetcar and parking it. Telephones and a writing desk were installed. Car 891 served this purpose until it was scrapped in 1934.



From 1936 to 1952, car 1136 was kept around only for fair use. The rest of the year it sat at Snelling Station alongside University Avenue. The car was notable for being the last in the fleet in its as-built configuration.

Supervisors at the fair loop brought in older streetcars to use as their office. The photo on the opposite page shows a pair of single truckers in this role. Car 891 was used before being scrapped in 1934. In 1936, car 1136 was retired from regular service and permanently assigned to be the fair office. All year it sat just east of Snelling Station along University Avenue, except when the fair was in session. One of Ed Nelson's notes says 1136 was towed to the fair. It may have been stripped of its motors. Once there, it was equipped with desks and telephones for the supervisors. Car 1136 was unique in the system for never having been modified with triple-stream rear doors or a front exit door. It was also the last wood-framed car on the property. It was scrapped in 1952. Gate car 1269 served as the office for the final fair streetcar operation in 1953.

MSM's Earl Anderson recalls working at the State Fair act as a flagman. His job was to stop auto traffic on Como Avenue so streetcars exiting the fairgrounds loop wouldn't be delayed. The last year of full service from both cities to the fair was 1952. By 1953, the St. Paul side of the system had been almost entirely abandoned. The Como-Harriet line was cut back to the city limits at Eustis Street for regular service. However, service from Minneapolis to the fairgrounds was revived for the 1953 fair.



For the last fair in 1953, car 1269 served as the fair office.

ALL ABOUT STREETCAR CONDUCTORS

Prior to 1887, the horse cars of Minneapolis had no conductors. Passengers deposited fares in a box next to the driver. This arrangement reduced operating costs for the Minneapolis Street Railway, which apparently was in defiance of a city order, as reported that year in the Minneapolis Tribune. "Public opinion has long demanded conductors...The driver cannot properly perform all the tasks that the company assigns to him on most lines. While one of them was making change and thus unavoidably neglecting his team the other day, a child was run over and killed. Strangers are constantly carried beyond their destinations because the streets are not called as the charter says they shall be.

The company has been given ample time to provide itself with conductors. The time has expired and the company has failed to comply with the order... Under the circumstances, it is not easy to see how the city can act with

anything like decent self-respect if it does not enforce the penalty, which is a fine not to exceed \$100 for each car run without a conductor." The city council pressed the company and the first conductors appeared in August 1887.

Electrification brought with it two-car trains, operated by a three-man crew of motorman and a conductor for each car. This caused some complication, addressed in the 1891 rule book. "When trail cars are in operation, the conductor of the motor car must not signal the driver to start until the conductor of the trail car has signaled that his car is ready to start." Presumably this rule surfaced again when two-car streetcar trains reappeared in 1916.

Every streetcar TCRT built in its shops from 1898 to 1917 was designed to be operated by a crew of two, a motorman to drive the car and a conductor to collect the fares. It was expensive to employ two people, but for meeting a tight schedule on a heavily patronized line, nothing worked better. The cars were designed with a spacious rear platform that could swallow small crowds so the car could move on while the conductor

collected their fares. Efficiency was further increased when a large percentage of the fleet was equipped with front exit doors in the 1920s, permitting a one-way flow through the car that reduced the conflict between boarding and alighting passengers at the rear gates.

From the start of service in the 1870s, ridership grew continuously every year until 1924. TCRT struggled to stay ahead of it and was frequently criticized for overcrowding. Continued reliance on conductors was predicated on ridership staying at those high levels. However, it started to slip in 1921 and by 1929 had dropped 30 percent. TCRT's last new cars built in 1925 and 1927, the lightweights, were all designed for either one or two-man operation. The ridership decline in Duluth, which ran mostly TCRT-built cars, began only a year earlier than in the Twin Cities, but Duluth began converting its standard wood cars to one-man operation in 1924 and completed the process by 1930. TCRT, in contrast, was slow to react.

Then came the Great Depression. Ridership plummeted, dropping another 40 percent by 1933. Although late to begin the move away from conductors, once TCRT committed to it, it happened quickly.

The first and easiest services to convert were those assigned the 35 lightweight cars and in 1930, the lightly patronized Broadway, Bryn Mawr, Franklin and Cedar Shuttle routes lost their conductors. Midday weekday through service to downtown St. Paul on the Western and Merriam Park lines was eliminated in 1932 in favor of one-man shuttle cars.

Converting the large standard cars to one-man was a much more ambitious undertaking. Much of the fleet was still in its original configuration, with no front entry and the motorman's cab walled off from the passenger compartment except for a small access

door. All passengers entered and exited through the rear gates and entering the passenger compartment required the conductor to manually open the pair of rear bulkhead sliding doors. Leave those doors open in the winter and it would be impossible to heat the car.

The addition of front exit doors to 590 cars in the 1920s created a potential front entrance, but it was only one person wide, there was no platform space to store boarded passengers while they fished out their fares, the motorman's cab was still walled off from the passengers and the rear platform problems were the same as the unmodified cars.

What was required was nothing less than a major modification to the entire fleet.

Reduced ridership because of the Depression lowered the number of cars required to run the system, and that solved part of the problem. The oldest cars in the fleet were those with wood underframes built from 1898 to 1905. There were 380 in all, and they were simply retired, except for a handful of double-enders kept for shuttles on portions of line temporarily isolated for street maintenance. The abandonment in 1932 of the long suburban lines to Stillwater, White Bear Lake and Lake Minnetonka permitted the retirement of another 40 cars, members of the suburban high speed fleet. These happened to also be the heaviest, most power-hungry cars in the fleet. Five additional cars were destroyed by wrecks or fires. By the end of the Great Depression the company had reduced the size of its fleet by a third, from 1046 to 706. That may sound like a lot, but ridership had dropped 56 percent from 1921 to 1939. Counting the lightweights, by 1942 TCRT had a fleet of 562 one-man cars, plus 144 that hadn't been rebuilt and still required conductors.

In 1930, Snelling Shops rebuilt two standard cars for either one or

From Bus and Trolley News, March 1938

"In one of the most magnificent demonstrations of labor strength which the Northwest has ever witnessed, the street and bus workers gave evidence of their firm determination to stop the company from putting into effect any more one-man operation, by completely stopping all transportation in the Twin Cities February 14th and 15th.

If the company's reported plans had been allowed to go through, it would have meant the laying off of a number of men at once, and in the near future all men not able to operate one-man cars, all of them old timers, with 20 to 40 years of service, would have been left out in the cold, which certainly would have been very unfair to them.

For some time past the company has been operating about 60 percent of their cars one-man and 40 percent two-man, and as long as we have old timers on the property who are able and willing to work, but unable to pass as one-man operators, this percentage should be left as is.

It was a common sight during the tieup to see old timers mingling with the younger men in the service, shedding tears of joy, for the way the entire membership of division 1005 came to the rescue to save their jobs."

From a 1995 interview with Bob Schumacher

"We didn't have a lot of gate cars, but we used them on Nicollet, and they were for two-man operation only, so we used them during the day; anytime we went into one-man operation they had to be off the street. The convenience there was that you had a conductor and you could really move people with a conductor. On heavy lines like Nicollet and Selby-Lake, a conductor earned the money.

The entrance was at the rear gates. A conductor would get as many people on that platform as he could possibly get on, get those gates closed and get the car going, and start collecting fares. Most people passed into the body of the car, a few would stay on the back platform."

two-man operation. The rear wire gates were replaced by folding air-powered double doors and the rear sliding doors to the passenger compartment were removed. The manually-opened single front exit door was replaced by folding air-powered double doors, and most of the front bulkhead separating the motorman's compartment from the passenger compartment was removed. A farebox was installed next to the motorman.

Satisfied with the test rebuilds, TCRT began to convert the fleet. They started with a group of 34 cars that included our #1300, completing them in late 1931. Thereafter they converted the newest cars and worked backwards as the cars were due for their every-five-years scheduled rehab. The only exception was a small group of six 1905-built cars that were assigned to the Jackson Street line and had previously had their bodies shifted an inch off-center to avoid scraping when they passed one another on one stretch of closely spaced track.

Once the rebuilds were underway, TCRT moved aggressively to eliminate conductors, starting with the most lightly patronized services. First to go one-man were the overnight owl cars, evening and Sunday service. Next came the Saturday and weekday midday services, and finally, when enough cars were available, the rush hour service. The first complete

conversions came in 1932 on the Hamline, Jackson, Stryker, Western and St. Louis Park lines. A huge portion of the system followed in 1933, including the 28th Avenue, 34th Avenue, Cherokee, Columbia Heights, Dale, E. 25th Street, Grand (St. Paul), Kenwood, Maria, Mississippi, N. Washington, Payne, Rondo and St. Clair lines.

By the end of the major car rebuild program in 1937, conductors in regularly scheduled service remained on these heavy lines:

Oak-Harriet, except owl cars
Como-Harriet, except owl
Chicago-Penn-Fremont, except evening and owl
Minneapolis-St. Paul (University Avenue), except owl
Nicollet-2nd Street NE-North West Terminal, except evening, owl and Sunday
Selby-Lake, except owl
Inter-Campus

Electric Railways of Minnesota says that the Plymouth-Minnehaha line was converted to all one-man in 1936. However, February 1938 saw a wildcat strike at Lake Street Station in response to the company's sudden conversion of Plymouth-Minnehaha, accompanied by the layoff of 17 conductors.

During 1942, five additional cars were converted to one-man, to reduce the need for conductors. Ironically, the conductor ranks were so depleted

temporarily by military enlistments that 126 women conductors were hired beginning in 1944, along with a number of high school boys. Most served less than two years.

After the war, more conductors runs were eliminated on the remaining two-man lines, but still the practice continued, and the company seemed committed to keeping at least some conductors indefinitely. The evidence was that all 140 PCC cars purchased during 1945-1949 were equipped for two-man operation, with a conductor's station and farebox inside the rear door. The PCCs weren't converted to one-man until 1951.

During and after the war, TCRT even hired new part-time conductors. MSM's own Earl Anderson was one of these, as was the late Gene Corbey. They worked the morning and evening rush hours. Earl recalls that high seniority conductors, accustomed to straight eight hour runs, were furious because the only work left was during the rush hours, which meant split shifts. Some of the afternoon shifts were as an on-street fair collectors, to speed the boarding of cars leaving downtown. Earl did the job in downtown St. Paul at 7th and Wabasha, 7th and Robert and Seven Corners. On-street fare collectors also were stationed in downtown Minneapolis and as needed when special events let out. Earl recalls overtime conductor assignments on the Monday and Thursday evening shopper specials out of downtown St. Paul.

Conductors were never completely eliminated. They lasted on some runs on the Como-Harriet, Selby-Lake and Minneapolis-St. Paul Interurban until abandonment in 1954. The Inter-Campus was all two-man until the end. The University of Minnesota was paying for it, so there was no economic reason to change.

STUDENT CONDUCTOR

-Marv Krafve

In the Spring of 1945, as I was completing my junior year at St. Cloud Technical High School, my father was transferred in his job from St. Cloud to Moorhead. This caused me to have to quit a summer job I had lined up in St. Cloud. My grandfather, a TCRT motorman since early in the century, offered to help me get into the high school age program that TCRT had in place for part time conductors, and said I could live with him and my grandmother until I had to leave for Moorhead to start the school year.

TCRT had this program plus a program for female operators called "Motorettes" due to the shortage of male motormen and conductors, who were serving in the military in the final years of World War II. I was hired shortly after school was out and began training with several motorettes at Snelling Station, where my grandfather was stationed. He was past retirement age but continued to work part time due to the manpower shortage.

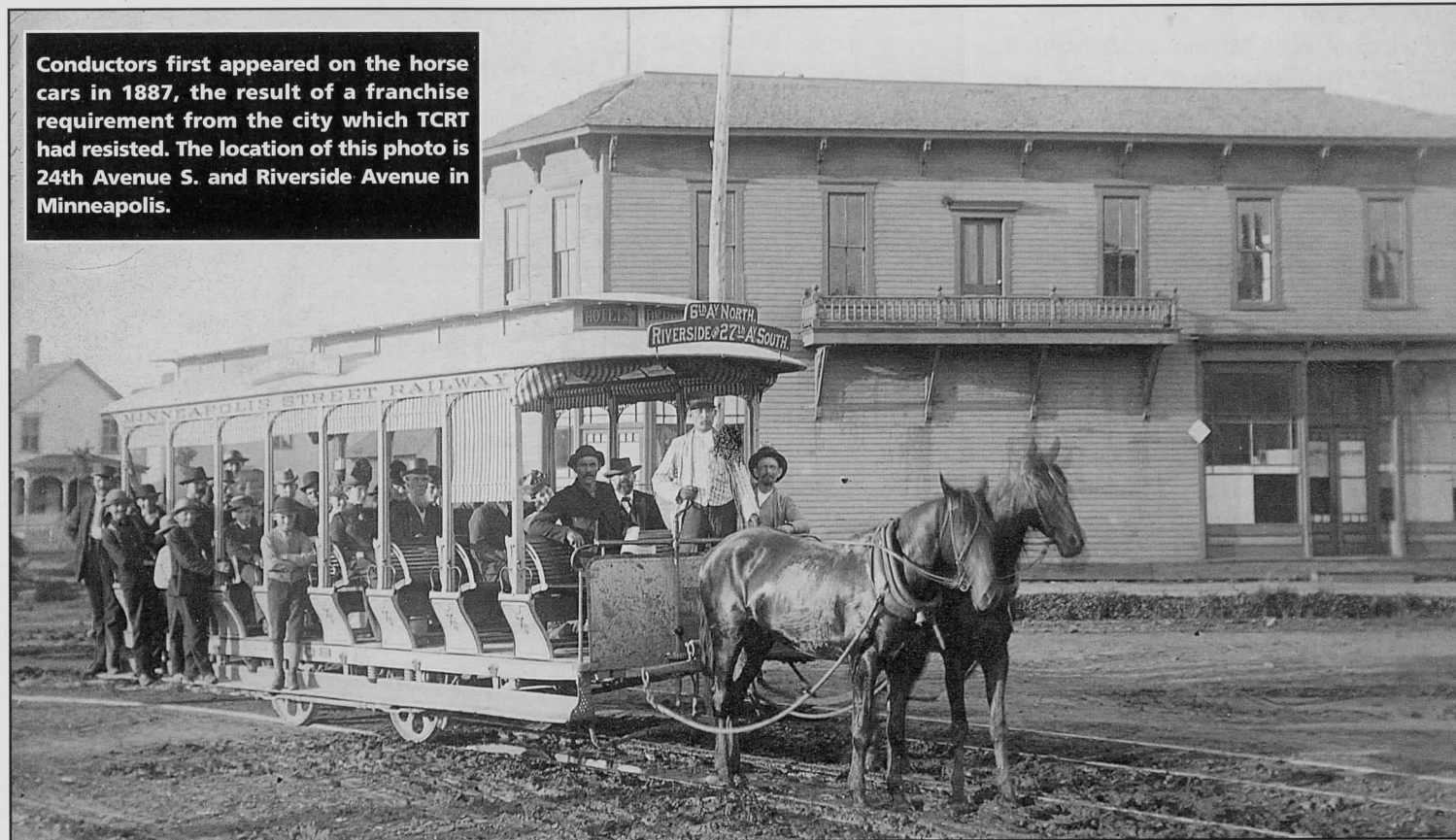
The training was completed in only a few days and within a week I was working revenue runs under a trainer working out of the Snelling Station. I was issued a book entitled "Operating Rules for the Government of Trainmen" and another that contained all the lines in the system with the streets where stops were located for each line. I was expected to memorize the stops for the two lines I would be working primarily, Selby-Lake and the St. Paul-Minneapolis Interurban on University Avenue. Minneapolis, with its

Two-man crews were the norm on the new electric streetcars during the 1890s. The closed car is on Central Avenue, passing the Soo Line's Shoreham Shops. Minnesota Historical Society collection.

numbering and alphabetical systems was easy to remember, but St. Paul was a different story and took some real effort to learn. Luckily, I only had a couple of shifts on lines such as Rondo-Stryker and Randolph-Hazel Park. I also had to learn how to use the coin changer rapidly-tokens were 6 for 45 cents and most people bought them with small change. The changer dispensed 6 tokens at a time and had to be replenished often. All tokens and coins had to be rolled up in paper tubes and turned in to the cashier at the end of the shift with your cap number written on them in case of a short count.

After completing two weeks of training I was assigned to the extra board, which meant having morning and afternoon rush hour runs during the week plus a Saturday or a Sunday every weekend. There was a large room on the second floor of the station where trainmen could rest between shifts if they didn't want to go home. There were pool tables, card tables, books and bunks available for relaxation. All this for 85 cents an hour and no fringes!

Conductors first appeared on the horse cars in 1887, the result of a franchise requirement from the city which TCRT had resisted. The location of this photo is 24th Avenue S. and Riverside Avenue in Minneapolis.



1. I worked a few shifts with my grandfather, which was a treat for both of us and a rare thing in TCRT, I'm sure.

2. Late one Saturday night working the Interurban, we pulled up to the safety island stop serving the Prom Ballroom, which was located a block or two west of Lexington Ave., and found it packed with servicemen and their girlfriends. Servicemen rode for free so the motorman opened both the front and rear gates and within seconds the car was jam packed. I had almost no chance collecting fares from the girls and wasn't about to get too strict trying to get the servicemen to pay for them. TCRT lost a little money on that trip.

3. I was working the Interurban the afternoon of VJ Day and, as we approached downtown Minneapolis on Washington Ave. heading for the end of the line at 5th St. and 5th Ave. N., just across from where Target Field now sits, a supervisor stopped us and said we couldn't go through downtown due to the mobs of people blocking the streets celebrating the end of the war.

Minneapolis Tribune Sept. 21, 1904

"COIN CHANGERS APPEAR"

Two street railway conductors on lines running out Hennepin Avenue are pioneers in an innovation in the way of coin holders and lightning change makers that may soon be as common as street railway conductors themselves.

The coin holders are attached to a canvas belt which is buckled around the waist in much the manner of a cartridge belt. The coin holder hangs from the front of the belt, is of polished nickel, as has compartments for the various coins up to a quarter. The conductor merely slips the nickel or dime, or whatever his fare gives him, into the proper tube and if he wishes change he secures it with a simple motion of a finger or thumb at the bottom of the holder.

The two conductors are now wearing the new-fangled device. They do not wear them with easy grace as yet and it takes a deal more work to find the slot in which to drop the coin and to feel for the change than it would to drop a quarter in one pocket and dig up a handful of nickels and dimes from another. But the pickpocket would have a hard time in relieving the conductor of his wealth unless he took belt and all."

Form 459, 20m-10'01.

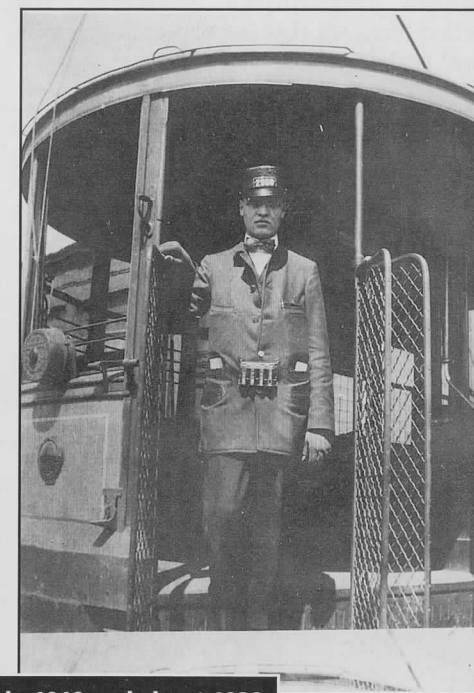
STILLWATER INTERURBAN.

Motorman _____ No. _____

Conductor _____ No. _____

TRIP	TIME M.	CITY LIMITS			Div. 2		Div. 3		Div. 4		Div. 5		Div. 6		Fares Registered		TRIPS	
		FARES	Tickets	FREE	FARES	FREE	FARES	FREE	FARES	FREE	FARES	FREE	FARES	FREE	CASH	TICKETS	FROM	TO
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U																		
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A multi-zone Stillwater trip sheet.

**Portraits of conductors in 1910 and about 1920.**



If no full time flagman was on duty at a railroad grade crossing, it was the conductor's job to dismount and flag the car across. This Minnehaha Avenue car is on 27th Avenue S., about to cross the Milwaukee Road Short Line at 27th Street.



This scene from the 1940s is typical of the later years.

We unloaded the passengers near the Milwaukee Depot and the supervisor routed us on a detour back onto Washington heading back to St. Paul. This was the last run of our shift so we deadheaded back to the Snelling Station.

4. One stormy night around July 4th I was working a late shift on the Selby-Lake line with one of the motorettes I had trained with. The St. Paul end of the line was a wye on 4th St. near the Union Depot. The motorette decided to show off a bit and backed into the wye too fast and derailed the trolley. It was the conductor's job to put the trolley back on the wire so I had to do it in a heavy rain storm with only light from a far away streetlight and the lightning from the storm to see the wire and reset the trolley. It took a couple tries to do it and I was soaked to the skin for the rest of the shift. The motorette was very apologetic but that didn't help my mood any.

5. As I mentioned earlier, we had no fringe benefits from TCRT but there was one benefit working the Selby-Lake line on a warm, sunny weekend afternoon. The Minneapolis end of the line was a wye at Girard Ave., one block east of Hennepin and Lake and a few blocks east of Lake Calhoun. The benefit for a 17-year old conductor was having streetcars full of girls going to and coming back from sunning and swimming at the Calhoun beach!

It was a really fun job for a youngster and I have always looked back on those days with a smile-and it's the main reason I joined the Museum when I discovered it one day while walking around Lake Harriet with my wife.

A couple of sidebars-all trainmen were issued punches for transfers which had to be returned when no longer employed by TCRT. There were many different punch symbols-mine was a diamond and my grandfather's a clover. He got to keep his when he retired and I still have it. Also, his cap

number was 2601 and mine was 2600-a coincidence? Who knows?

Minneapolis Tribune March 8, 1891

"CONDUCTOR FOR ONE DAY

There are probably very few people in this city, outside of the men regularly employed as conductors, who have any idea of the work of the man who collects the fares of the passengers and exercises a general supervision over the car, driver and horses while making the trip. To those who are not fully acquainted with the details of a conductor's work, it looks nice and easy. All he has to do is collect the fares of the passengers and keep the fire in the heater going, they think, and any man can do that. In order to see what the work really was, the writer of this article tried, not many days ago, to fill the position for one day.

In order for a man who is not a regular "con" to stand any show of getting in a day now and then, he must be at the barn fully half an hour before the cars start out upon their trips. It frequently happens, from some unlooked for cause, that a regular conductor is prevented from putting in an appearance in time to take his car out. This fact is what causes extra men, or extras as they are called, to be employed, for when a regular is not on hand when he should be one of the extras goes on in his place. If the extra be an old hand at the business and has a good record, and the regular cannot give a good excuse for being late, the extra stands a chance of becoming the real conductor. Now that the electric cars are rapidly taking the place of the horse cars there are not so many extras as formerly, and it was because of this fact that I was enabled to become a conductor.

I had been "showing up" at the barn quite regularly for some time at an hour in the morning when the average man would prefer to be



World War II ended years of hiring no new conductors and reducing their ranks through attrition. To replace the men gone to war, TCRT hired women and high school boys. Two of the women were Adeline Lundquist, married to motorman Reuben Lundquist, and her sister Jeannette Johnson. All worked at North Side Station. Minneapolis Public Library collection. Above right: This unidentified high school student was employed at Lake Street Station. Harold Dalland photo.

Some passengers began to get on. They were, as a rule, laboring men or mechanics going to work, and shop girls. The fun began with the getting on of the first passenger. He did not seem widely joyous when I asked him for his fare, but he finally handed me a plugged nickel, accompanied by the remark that he would throw me off the car for a cent. Thus it went—some of

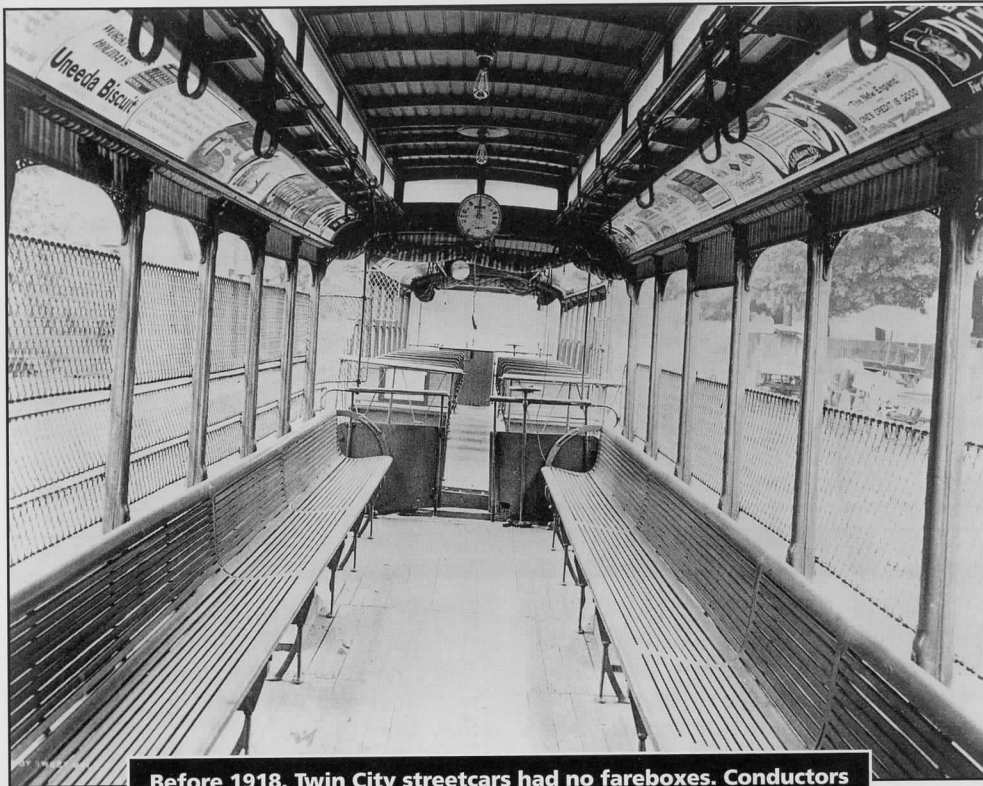
the passengers growled because the car was stopped for them to get on; others growled because the driver did not stop the horses entirely when he saw a man waiting to ride; an angular, thin-faced woman charged me with trying to annoy her when I gave her four nickels in exchange for a quarter; what she wanted, she said, was two dimes, as the four nickels rattled so in her pocket.



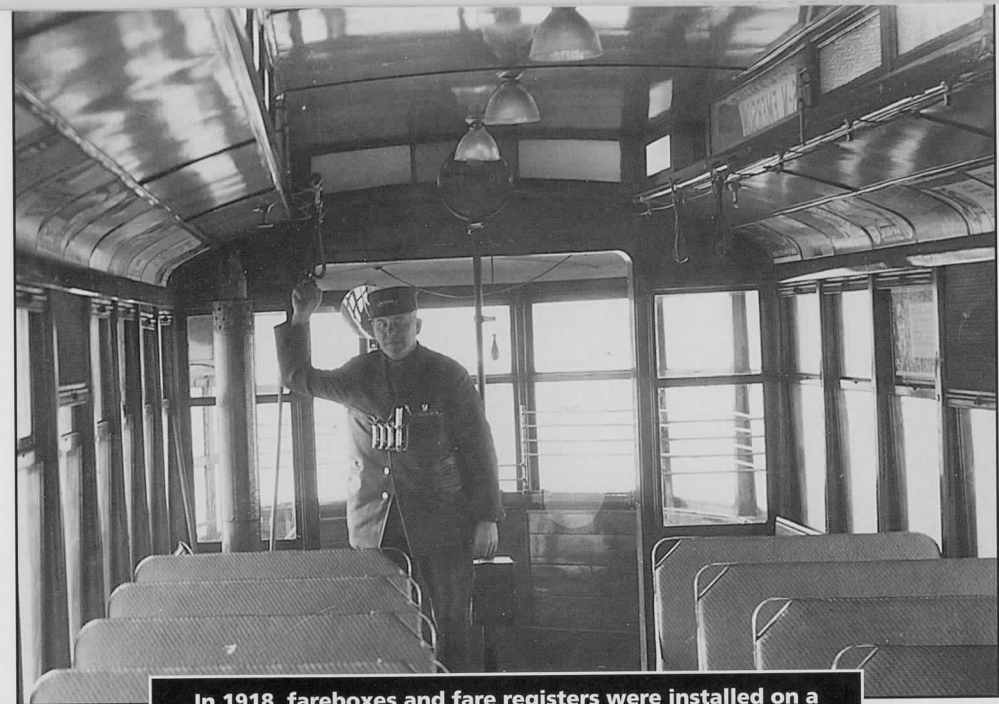
slumbering peacefully, instead of sitting around in a dimly lighted room at the barn, waiting to see if luck would come his way. On this particular morning I reached the barn just in time to be put on as the "con" on one of the Monroe cars, and when the hour of 6 a.m. was struck my car pulled out and started its trip to Washington Avenue. The car was cold, the stove would not go, the driver was not feeling in the best of humor, and things generally did not look particularly inviting. In making a rather sharp turn the front wheels suddenly left the track and we came to a sudden stop. The driver, knowing me to be a green man, at once jumped on me, in a verbal way and exhausted upon my head an assortment of profanity as was ever heard. As he was several sizes larger than myself and appeared to want nothing better than to kill a man or two before the first hour was up, I treated him with silent contempt, and incidentally nearly broke my back helping him get the car on the track again.



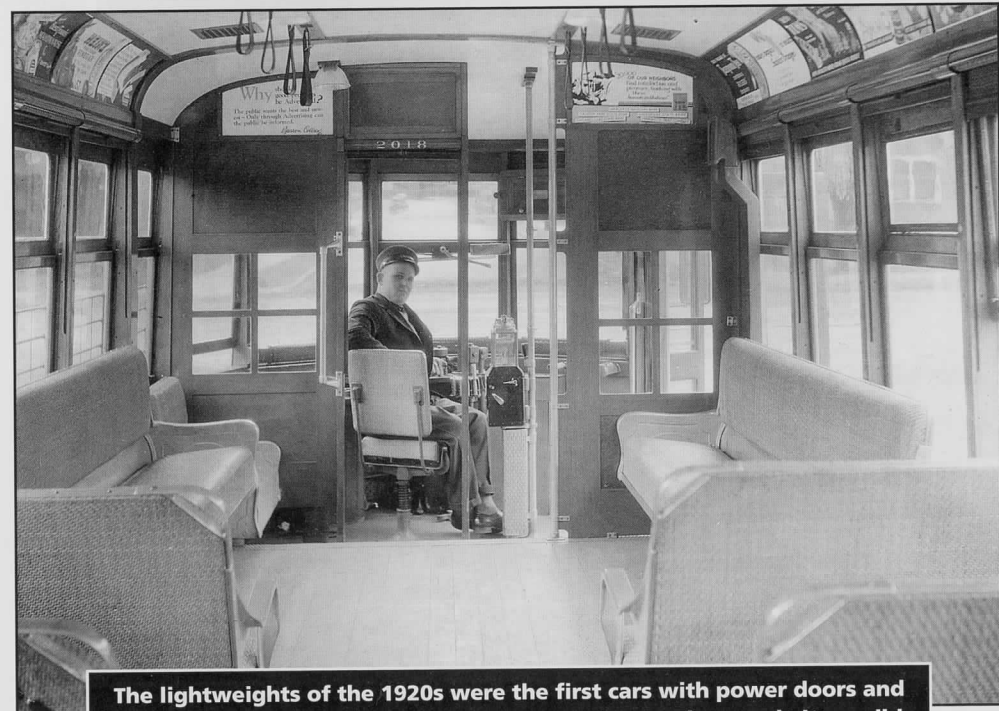
Conductors lasted until the end of service. A month before abandonment, Ed Nelson captured motorman Carl Johnson and conductor Hans Erickson laying over on 1st Avenue N. at 1st Street, downtown terminus for Como-Harriet and Oak-Harriet "loop" cars.



Before 1918, Twin City streetcars had no fareboxes. Conductors collected all the fares and kept the cash in trip envelopes in their many pockets. Fares were recorded on fare registers mounted on the front bulkhead, as shown in these photos.



In 1918, fareboxes and fare registers were installed on a stanchion inside the rear door. Sometime in the 1930s, the registers were removed, except from the Inter-Campus cars.



The lightweights of the 1920s were the first cars with power doors and front fareboxes for operation without a conductor. They made it possible to convert several of the lightest lines to one-man operation in 1930.



The 140 PCC cars delivered in the late 1940s were all designed for either one- or two-man operation. A conductor's station with farebox was located inside the rear door. These were removed in 1951. Gene Corbey photographed conductor George Clement.



The Inter-Campus cars ran with conductors and no fareboxes until the end of service. Fares were recorded on fare registers. That's MSM's own Bill Olsen seated in the middle.

TRANSFERS.

Form 150

Commencing No. _____

LINE

Ending No. _____

189

CAR	TRIP	TIME	Tickets	Dollars	Cents	REGISTER
	D					Ending
	U					Commencing
Total,						Total Fares
						Amount

Relieved by Conductor No. _____

Conductor No. _____

An envelope from the 1890s for collecting transfers and tickets.

As the car became crowded some of the last ones on began roasting me for taking more passengers than there were seats for, and one or two even refused to pay their fares unless seats were furnished. They finally relented, however, and handed in their five cent pieces with about the same grace that a man would sign his own death warrant. If there was any delay in making change, no matter how slight, there was another wild howl from the interested person, and anyone who has ever tried to count money in a packed and rapidly moving car, at the same time keeping one eye on his passengers to see who wanted to get off and the other on the street ahead to see who wanted to get on, will corroborate that a man cannot be placed in a much more trying position, unless it is refereeing a baby show.

Washington Avenue was reached with no serious mishaps, and the new conductor was feeling quite cheerful in spite of the fact that his register showed several more fares than he had money to settle for. Three or four passengers occupied the car on the return trip, and, as luck would have it, we had a long wait at the transfer on the steel arch

bridge. Two passengers, both big men, seemed to have an idea that the driver and myself were responsible for it. I was accused of delaying men when they were in a hurry.

While my car was waiting for the down cars to be transferred a young man got on, and the conductor of the 2nd Street car, which was sitting on the siding track at the time, signaled me that the young man was a "spotter". Spotter or no spotter, my fare register showed that 42 persons had been carried on my car, while the money in my pocket informed me I was seven fares short. I knew where the trouble was—I had failed to collect the fares of some of the passengers after ringing them up, but the street railway company officials would not look at the matter that way. The "spotters" report would practically convict me of being a thief, for in the envelope I had deposited in the starter's box on reaching Washington Avenue there was but \$1.75, when, according to my register there should have been \$2.10.

Going along Central Avenue, a man somewhat under the influence of liquor hailed the car and when he got on began to swear at me for not coming

along quicker. There were ladies on board and upon my requesting him to refrain from any more profanity he grew worse than ever, until it became necessary to "fire" him bodily. As long as the cars was in sight he stood there in the street, cursing street car conductors and threatening to sue the company and every one on the car. I had hardly recovered from this little scene before one of those smart young fellows who generally wear a stiff hat and a spring overcoat all winter, got on. After giving him his change out of half a dollar, he declared that he had given me a dollar, and kept charging me with trying to swindle him.

Thus it went all day. I was abused by some for keeping the car so warm, while others declared that it was a shame that the street railway company should keep its cars so cold. About half the passengers insisted the car was way behind time and that they had been waiting an hour for it. At 6:45 my car pulled in and I concluded that I had had all the experience as a conductor necessary to my health and happiness."

COLLECTING FARES

For most of the 1872-1891 horse car era, there were no conductors. Fares were deposited in a money box next to the driver. The first conductors were employed in 1887 upon the delivery of new, larger horse cars. Thereafter, ridership grew so quickly that conductors became a universal necessity.

Fare collection made the conductor job more complex than one might think. In addition to the obvious duties of calling out stops, fare collection and signaling the motorman to stop or start, there was complex paperwork and accounting for money and transfers. A look through the 1917 version of the rulebook reveals how onerous this was.

Conductors had to start the day with \$5 in change that they provided themselves. They could buy the change from the cashier at the streetcar station

and this practice endured to the end of service. The cashier would issue them books of transfers. The conductor had to record the serial numbers and was responsible for returning any unused transfers.

Upon boarding the car, the conductor took the fare box readings and recorded them on the trip sheet. He would take another reading at the end of the run. If the conductor was relieved by another conductor on the line, both conductors had to witness and agree on the fare box reading.

Fare collection during the electric era can be divided into two periods—before fare boxes and after fare boxes. The Johnson fare box, the type we use on the museum cars, was introduced in 1918. Before then, the conductor collected the cash, mostly nickels for the five-cent fare, as well as transfers and assorted special fare tickets. Each transaction was rung up on the fare register, which at the time was mounted on the car's front bulkhead but operated by the conductor in the rear of the car via a leather cord. After every trip, the conductor placed the cash in one envelope and the transfers and tickets in another and wrote the trip departure time on the envelope. Separate envelopes were required for each trip, and also for the pullout and pullin trips. The accumulation of these many envelopes helps explain why conductor coats were fitted with so many extra pockets.

When fare boxes were installed in 1918, they eliminated the need for the individual cash envelopes for each trip, although the transfer/ticket envelopes were retained. Instead of cash envelopes, the conductor took fare box readings after each trip, entered them on the trip sheet and handed in the cash in a single envelope.

The nickel fare was finally raised to six cents in 1920 and to eight cents in 1925. The latter increase prompted the first use of tokens. Tokens offered a

discount to the old six cent fare, and eliminated the need to place four coins in the box.

In Electric Railways of Minnesota, Russ Olson describes how the machinery of fare collection changed when the fare boxes were introduced. "The pay-as-you-enter system was introduced on the 4th Avenue S.-6th Avenue N. line in Minneapolis on April 28, 1918. This was accomplished as follows:...the new Johnson fare box was placed on an iron stanchion which was fastened to the floor and roof; the overhead register was moved from the front bulkhead to the rear stanchion; the lever operating the cash side of the register was connected to a foot pedal at the base of the stanchion; the level operating the transfer-ticket side of the register was connected to a cord that which hung down next to the bulkhead; the cord operating the overhead register bell was moved from the pole side to the gate side of the car and dropped down to a point near the fare box. The conductor watched the coins as they were dropped into the box and when he determined the fare paid was correct, he pressed the foot pedal for the cash side of the register; when he received transfers he pulled the transfer cord. Then he operated the Johnson fare box in the normal manner."

TCRT had separate franchises with the cities of Minneapolis and St. Paul, and these required an additional fare be paid by all passengers who traveled between the two. On the University Avenue, Como-Harriet and Selby-Lake lines, passengers headed toward the Minneapolis-St. Paul city limits paid when they entered; when traveling away from the city limits fares were pay leave. This system continued until eliminated in the 1970s by Metro Transit.

Lines that reached beyond the Minneapolis and St. Paul city limits required additional zone fares. On inbound trips to downtown, these were

collected along with the base fare when the passenger boarded. On outbound trips the base fare was collected at boarding, and the additional zone fare when the passenger alighted. Russ Olson described fare collection on the Stillwater and Minnetonka lines, which had multiple suburban fare zones.

"On each car a round overhead fare register (minus the bell) was mounted on the left-hand front bulkhead with cords running along the pole side (left side) of the car to the conductor's position. A rectangular box mounted on the right-hand front bulkhead held a tripsheet and was connected by two rods to a fare indicating dial mechanism mounted on the rear bulkhead. The conductor would set the dial for the amount of the fare collected and pull the appropriate cord; this would record the fare on the fare register and also actuate the rods which stamped the trip sheet with the amount of the fare. At each fare zone division the conductor was required to set the fare register back to zero and re-record the amount of fares for the passengers on board the car at that point."

Sometime in the 1930s, the redundant use of fare boxes and fare registers was ended. The registers were removed from all cars in 1938, except those assigned to the Inter-Campus line, which had its own unique fares and no transfer privileges with the rest of the system. Assigned Inter-Campus cars had no fare boxes.

When his run was complete, the conductor returned to the station and cashed in with the station clerk. All cash and transfers had to be accounted for and the conductor was personally liable for any shortages.

HOW TO TREAT THE PUBLIC

TCRT was never shy about instructing its employees on how to do their jobs. Every employee was issued a rulebook. In 1916 TCRT added a 20-page pocket-sized booklet titled "How to Treat the Public, Some Suggestions for All Trainmen of Twin City Lines". At that time all TCRT streetcars had two-man crews and half of the booklet's text was aimed specifically at conductors. Here's that portion of the text. It reveals how complicated the conductor job was.

"Collecting Fares

Sometimes a dispute arises between a passenger and a Conductor as to whether a fare has been paid or not, the passenger contending he has already paid it. A Conductor may also make the mistake of asking for a second fare from a passenger, particularly if the passenger has taken his seat after paying his fare.

In both of these cases the Conductor should accept the passenger's word without any comment whatever, and not demand another fare. The same rule applies when a parent in charge of a child says that the child is under six years of age, and therefore should ride free. Conductors must not question such statements from parents. The parent certainly knows how old the child is. Even though the Conductor has good reason to doubt the parent's word, he must not say so.

If a passenger pays fares for other passengers on a Car and points out where the passengers are sitting or standing, the Conductor must take pains to see that second fares are not collected from such passengers. If he should make such a mistake and a demand is made for refund, Conductor must not refuse the passenger in a rough or uncivil manner. Explain to the

passenger asking for return of his money that when once you have rung up fares on your register you are not permitted to make refund of same under any circumstances, or fail to ring up the next fare collected. Say this: "I am sorry I made this mistake and that you are put to any trouble, but if you will please drop a post card to the General Passenger Agent, he will make the matter right with you."

Making Change

There is no definite rule as to how large a bill you are obliged to change. We want you to change any piece of money that you can. A good way to check yourself as to what you have received from a passenger, is to name the denomination when you receive the coin or bill. If the passenger hands you a 50-cent piece, say to him, "Fifty Cents," as you take the coin, or "Five Dollars," as you take a \$5.00 bill or gold piece. Such a check will not leave any room for doubt as to what the passenger gave you. It will save you from giving wrong change.

Be sure, absolutely sure, you give every passenger his proper change. Let there be no mistake about that. Every passenger must get what is coming to him. While you can accept Canadian coins for fare, nevertheless if passengers object to receiving Canadian coins in change from you, give them United States coins.

Conductors must not show annoyance when passengers give them large pieces of money to change, nor must they take out their feelings on passengers by returning them a lot of bulky change. If the passenger asks for a particular kind of change, whether bills or large silver pieces, instead of small change, try to accommodate him and give him what he wants. If you cannot give him what he desires, or are obliged to hand him small coins, say: "I am sorry I cannot give you anything better than this."

Change must always be returned to a passenger in a civil manner. Never throw change on the lap of a woman, but hand it to her in the same decent way you would like to have change handed to you.

Conductors must never make comments as to money they receive from passengers, so long as it is good money. Do not tell passengers that they should provide themselves with smaller change before getting on your Car, or threaten that you will not change any more money for them, if they offer you large coins or bills in the future.

If, when you hand money to a passenger, any of it is dropped on the floor, pick it up and hand it to the passenger, even though the accident was the passenger's fault. Such a little service is a courtesy sure to make a friend.

If a passenger hands you a bad coin, or a foreign coin of such a kind as you cannot accept, explain to him quietly and politely why you cannot accept his money.

Issuing Envelopes

We believe this is the only Company in the United States that issues envelopes to passengers when they find themselves on our Cars either without any money, or with bills or coins of such size that Conductors are not able to make change. While this practice is abused considerably, nevertheless we are glad to continue it, not as an obligation on our part but as an accommodation. Unless a bulletin is posted directing you not to issue an envelope to any particular passenger, and he tells you that he has no money with him to pay his fare, you must issue him an envelope promptly without talking to him discourteously, or lecturing him for not having money with him.

Issuing and Collecting Transfers

Let there be no doubt whatever that you have offered a transfer to each

passenger when he pays his fare.

Sometimes a passenger will complain that a transfer was not offered to him. He may not know one general rule, which is the same as in all large cities, that transfers are issued only when fare is paid. See that the passenger gets a chance to take a transfer by asking him distinctly if he wants one, and to what line he desires to transfer so that you may punch same correctly.

Keep thoroughly posted as to all transfer rules, know and understand how to punch your transfers properly, and be careful to do so. And understand what transfers are good on your line, and how they should be punched.

Be careful that you do not refuse a good transfer, and be absolutely sure that when you do refuse a transfer, for any reason, that you are in the right and following your rules intelligently.

It is necessary to collect a second fare from a passenger:

If a passenger gets on a Car with a transfer that has been mispunched in any way by the issuing Conductor,

If a passenger gets on a Car away from the proper transfer point,

If a passenger presents a mutilated or torn transfer.

But be sure you do so civilly. Explain to the passenger why the transfer is not good and why you are not able to accept it. If the passenger says that the transfer was given to him mispunched, or torn, or that he was told to get on the Car at the wrong place and that he took the first Car, in other words that he was not to blame, we are sure you will have no trouble with him if you say to him: "I am sorry that our rules do not allow me to take your transfer (explaining the reason). Please pay me another fare and mail your transfer to the General Passenger Agent, and he will reimburse you for the transfer, as well as for the postage you spend in sending the transfer to him."

If a passenger finds a misplaced transfer and asks for return of his cash

fare after you have rung up same, tell him that you are not allowed to refund a fare after you have rung it up, but that it is not necessary for him to be out of pocket by reason of his mistake. Tell him to mail the transfer to the General Passenger Agent, who will promptly refund, as suggested above.

If a passenger takes a transfer when he pays his fare, and later on, decides he wants a transfer to another line, you should exchange it for him on his request, without any comment on your part, such as telling him in the future to make up his mind what he wants.

No Nuisances on Cars

In order to give our patrons the best service, all nuisances on our Cars must be stopped. This includes passengers who act in a disorderly manner, who use profane, vulgar or obscene language, who mutilate the Company's property, such as cutting Car seats, who spit anywhere on the Car, and who smoke in the Car (except on platform), as well as those who are intoxicated to the extent that they are offensive or frighten other passengers.

Handle all such cases with good judgment without getting angry or losing your self control.

Baggage, Bundles, Baby Carts

We wish to accommodate our patrons in every reasonable way and to allow them to carry baggage and bundles on our Cars, but some limitations are necessary. Passengers may carry with them ordinary traveling bags and suitcases, workmen's tool kits, folding baby carts (not rigid or long-handled ones), baby baskets, and such bundles as are usually carried in the hand. However, all such pieces must be taken into the Car and cannot be left on the platform under any circumstances. This is to avoid congestion on the back platform, and allow ample room for passengers to get on and off. No unusually large bundles, or bulky

merchandise that cannot be held on the lap or put under the seat, can be taken on our Cars. Large musical instruments will be carried when there is room. When there is not room, tell the passengers to wait for a following Car on which there is room. You must not refuse to let women on, when they have children with proper baby carts or baskets.

Seating Passengers

When your car is crowded, see that all seats are properly occupied. If you see there are passengers standing, and there is room for more passengers on the long side seats, say to the seated passengers: "Will you please move over a little, and give this lady (or gentleman) a seat? There is plenty of room for another."

Or, if children for whom no fares are paid, are occupying seats and paying passengers are standing, say to the person in charge of the children: "Will you please have this child stand? There is a lady (or gentleman) who should sit down." Such a suggestion, properly expressed, will not be taken unkindly by parents, and the standing passengers will be made comfortable in the seats they have first right to occupy.

Always Call Names of Streets

As your Car approaches each street or transfer point, announce the name of the street, transfer point and the lines to which transfer can be made at each point, in a loud and distinct tone, so that each passenger can easily understand.

Do not let other work interfere with this important duty. Do not talk back to passengers, if they tell you that you did not call the street desired.

When you are pulling into the Station, or are running a Short Line Car, be sure to tell passengers so when they are getting on. They may think they are on a Long Line Car. Help them not to make such a mistake.

If a passenger, usually a stranger, asks you to let him off at a certain street, see that you do so. Remember his request and do not carry him beyond his destination. "I forgot," has made much trouble in the world.

When a passenger is trying to get out of a crowded Car, hold the Car a few seconds more before giving the overhead signal to go ahead, instead of carrying him another block. The same rule applies when a passenger is trying to get on a Car and the gates are closed in his face before he can do so.

Serving Passengers

We want all Conductors to comply readily with the reasonable little requests made by passengers that contribute to good service.

As far as possible help on and off your Cars women and children, the aged, the weak and the helpless, and open and shut the doors for them, as well as shut the doors after all passengers who do not do so themselves. Shut the doors promptly when a passenger asks you to do so. Do not say: "Shut it yourself," or anything of the sort.

If you see a passenger trying to open or close a window and you can take the time to do so, step up and open or close it for him. The passenger probably does not know how to do it as quickly as you do. Do not tell him you haven't time. Take time.

If a passenger asks you to open a ventilator, do so even if it is best to close it after the passengers get off.

If a passenger raises a front curtain when the lights are turned on, do not pull it down angrily and tell him to mind his own business, that you are running the Car, and anything of that kind. He may have raised the curtain unthinkingly. Simply pull it down and say: "Please do not raise the curtain. The Motorman cannot see to do his work properly with the curtain up while the lights are on in the Car."

When it is necessary to ask passengers to move up in front on account of blockade in the rear part of the Car, do not say, "Move up in front there," in a surly tone. Put a smile in your voice and say, "Please move up in front."

Giving Overhead Signal

If a passenger gives the signal for a Car to stop and for any reason the Car does not stop, Conductor must give the overhead signal promptly to let passengers off. If a passenger gives the overhead signal himself, Conductor must not resent the action, as passenger has a right to do so under the circumstances.

Lost Articles

While we do not believe it is good policy to permit Conductors to give information to passengers relative to articles claimed to have been lost on our Cars, nevertheless that does not mean that Conductors should mislead passengers by telling them that they have not found any articles, when they have. Simply say: "I cannot give out any information as to lost articles. Please call the General Office and inquire at the Lost Article Department."

Have Signs Set Properly

Conductors must see that all three signs are properly set before leaving Station, or when leaving the end of the line. To change signs after passengers are on the Car is a serious mistake and always makes trouble. Never make that mistake."

Other Duties

Conductors' duties didn't end with those listed above. Before installation of automatic trolley pole retrievers was completed in 1929, conductors had to hold the trolley rope in case of dewirement through all curves, crossings and switches. Prior to the late 1930s, conductors backed the car into the wye at the end of the line.

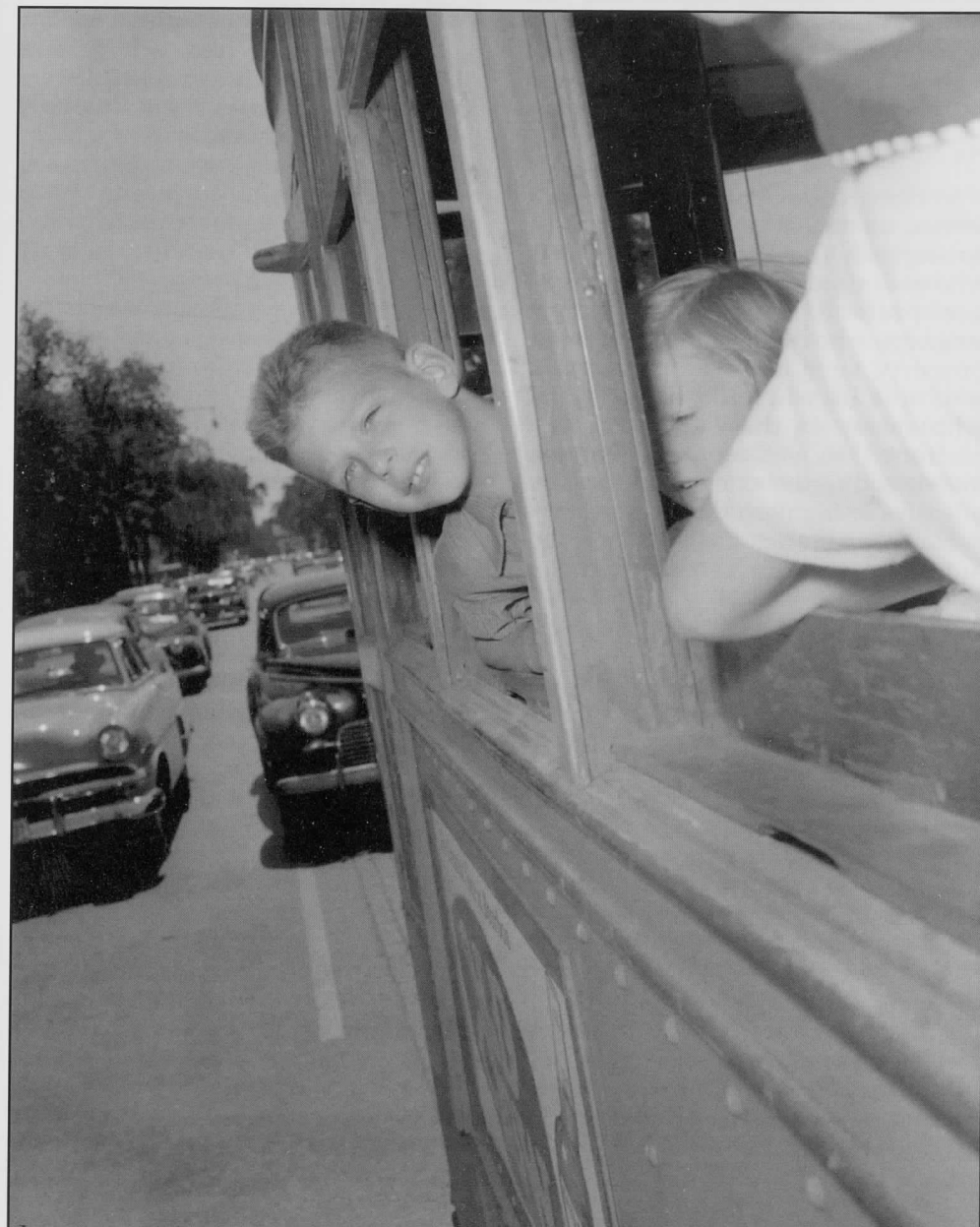


The Olson family boards a Como-Harriet car at Lake and Hennepin, headed for downtown.



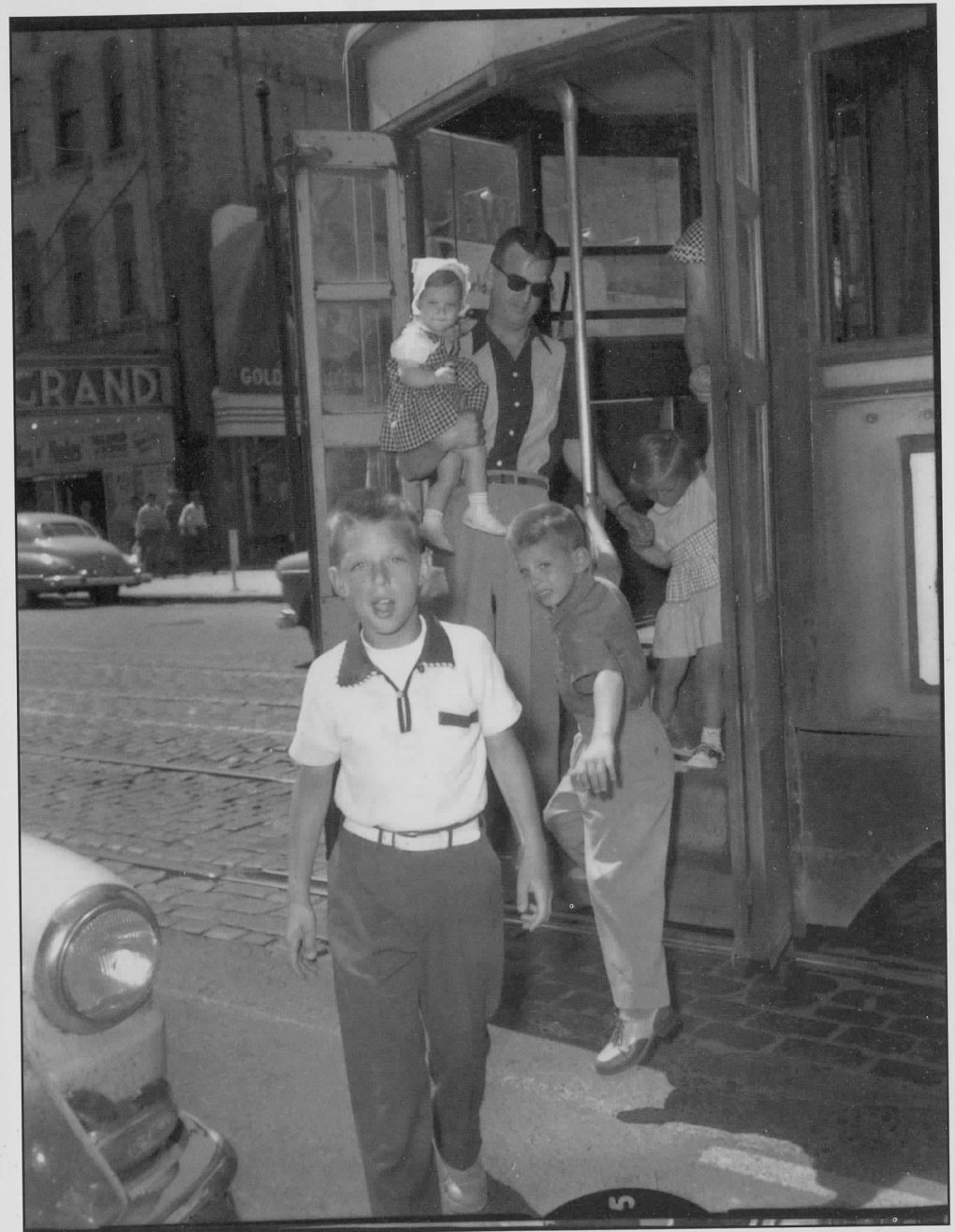
ONE LAST RIDE

On June 12, 1954, a week before the final streetcar abandonment, Robert W. Olson of St. Louis Park took his family on a final streetcar ride. They were accompanied by a Minneapolis Tribune photographer, who did a photo feature in the next day's paper. The editor discovered these photos among the Minnesota Historical Society's uncatalogued newspaper negatives.





The family alights downtown.



Rear cover: Less than a week before they were gone forever, the Olson family rode the cars for the last time and their trip was chronicled in the Minneapolis Tribune. The location is Hennepin Avenue at 16th Street. Minnesota Historical Society collection.

